

# **Air Pollution Distance Learning Network (APDLN) Site Coordinator Survey**

## **Findings**

**July 31, 2004**

**Submitted to:**

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# Table of Contents

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<b>OVERVIEW .....</b>	<b>1</b>
<b>PAST APDLN CONFERENCE ATTENDANCE DATA.....</b>	<b>2</b>
<b>RESPONSE SUMMARY .....</b>	<b>2</b>
<b>SITE COORDINATOR RESPONSES .....</b>	<b>3</b>
<i>1. Contact Information .....</i>	<i>3</i>
<i>2. Position Details .....</i>	<i>3</i>
<i>3. Participation Details .....</i>	<i>10</i>
<i>4. Conference Planning.....</i>	<i>12</i>
<i>5. Your Role as Site Coordinator.....</i>	<i>17</i>
<i>6. Site Usage.....</i>	<i>23</i>
<i>7. Site-EPA Communication .....</i>	<i>27</i>
<b>APPENDIX A. QUESTIONNAIRE.....</b>	<b>34</b>
<i>Initial Email/Questionnaire Sent from Richard St. Louis May 10, 2004 .....</i>	<i>34</i>
<i>Follow-up email sent May 17, 2004 by Richard St. Louis.....</i>	<i>36</i>
<b>APPENDIX B. REASONS FOR NOT ATTENDING CONFERENCES .....</b>	<b>37</b>
<i>March 1-2, 2004 APDLN Conference.....</i>	<i>37</i>
<i>Past APDLN Conferences .....</i>	<i>39</i>

## Overview

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At the March 1-2, 2004 US EPA Air Pollution Distance Learning Network (APDLN) Site Coordinators conference, 14 out of 124 site coordinators were in attendance. One of the conference discussion sessions focused on future planning for the APDLN conference. With limited representation, it was felt that attendees and EPA could not make decisions affecting site coordinators without more input. As a result, a subcommittee was established to gather information from as many site coordinators as possible. Rick St. Louis (PA), Eadie Regenburgh (Houston, TX), and Steve Friedman (OH EPA) volunteered for the effort. The Western States Air Resources Council (WESTAR), who had hosted the conference, contracted with Systani, Inc. to assist in the development of a questionnaire and in the data analysis to support the efforts of the subcommittee.

The goals and objectives below were identified and reviewed with the subcommittee:

1. Gather demographic information from site coordinators, to better understand their experience, priorities and needs.
2. Identify and analyze APDLN conference attendance trends since 1998, to better understand who is coming to the conferences, and why, as well as who is **not** coming, and why.
3. Identify site coordinator training needs that **are and are not** being met through attendance at the conference.
4. Identify obstacles to attendance at the conferences.
5. Identify ways to motivate site coordinators to attend the conference.
6. Gather information to help build a business case for whether or not to hold the conference.

A questionnaire was drafted by Systani and provided to the subcommittee, Lourdes Morales (Education and Outreach Group/EPA), and Jeff Gabler (WESTAR) for input. Richard St. Louis distributed the final questionnaire to site coordinators (based on the list provided from EOG) by email on May 10, 2004. Mr. St. Louis sent a reminder email on May 17, 2004. After the initial email requests, 63 responses were received. Ms. Motheral and Ms. Williamsen followed up with the remaining non-respondents via email and telephone to receive at minimum a 75% response rate. As of June 3, 2004, 89 responses were received.

The questionnaire/emails sent out are included in *Appendix A*.

## Past APDLN Conference Attendance Data

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Starting in 1993, eleven APDLN site coordinator conferences have been held annually. Systani was able to obtain attendance data for the past six conferences as summarized in the table below.

Changes over the past seven years in conference format and timing are noted:

- EPA no longer hosts the conference in the Raleigh/Durham area every year (as they did for the first 5 years). Instead, EPA funds the regional air consortia agencies to host the conference, which rotates location from region to region.
- The APDLN conferences were initially held in the November/early December time frame each year, but after the 2001 conference was canceled due to the 9/11 terrorists attacks in the US, the conference timing was shifted to early March of each year.
- Since 2002, the APDLN Site Coordinator's conference has been held in conjunction with the STAPPA/ALAPCO Joint Training Committee meeting in March.
- Marketing and public outreach staff from state and local agencies were invited to attend the 1997 conference. Before and since then, the conference has only included site coordinators, regional consortia, and training providers.
- The "Others" in attendance included EPA/EOG staff, regional consortia, training providers, NC State, and consultants/meeting facilitators.

**Past APDLN Conference Attendance Data**

<b>Date</b>	<b>Location</b>	<b>Total Attendees</b>	<b>Site Coordinators/ % of Total Attendees</b>	<b>Other/% of Total Attendees</b>	<b>Comments</b>
March 1-2, 2004	San Diego, CA	23	14 (61%)	9 (39%)	WESTAR hosted
March 3-4, 2003	San Antonio, TX	38	24 (63%)	14 (37%)	CENSARA hosted
March 4-5, 2002	Manchester, NH	38	23 (61%)	15 (39%)	NESCAUM hosted. The October 2001 meeting was canceled and the meeting was rescheduled for spring.
October 2001		NA	NA	NA	The conference was canceled due to 9/11 events.
October 5-6, 2000	Denver, CO	45	37 (82%)	8 (18%)	WESTAR hosted
November 2-3, 1999	Nashville, TN	58	35 (60%)	23 (40%)	SESARM/METRO4 hosted
November 5-6, 1998	St. Louis, MO	82	52 (63%)	30 (37%)	LADCO hosted
December 3-5, 1997	Durham, NC	96	38 (40%)	58 (60%)	EPA/EOG hosted. State and Local Marketing and Outreach staff were also invited to attend.

## Response Summary

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Based on the list provided from EOG, there are 119 APDLN satellite sites and 124 site coordinators. Efforts were made to email the questionnaire to everyone on the list. The responses are summarized below:

- 30 sites (25%) and 33 (26%) site coordinators did not respond
- 89 sites (75%) responded
- 2 of the 124 emails were returned as undeliverable
- 7 of the responses had limited data as the site coordinators were new or the site has been down for some time.

## Site Coordinator Responses

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The responses are summarized for each question and are organized into the same sections as the questionnaire included in *Appendix A*. For some of the open-ended responses, responses were categorized and the full comments are included in *Appendix B*.

### 1. Contact Information

Systani provided any corrections/changes to names and contact information for the site coordinators to EPA. The following changes and updates were provided:

- 77 of the 89 site coordinator's provided their supervisor name and phone number
- 5 sites provided new contact information
- 12 sites provided corrected/updated contact information

### 2. Position Details

#### Question 2a. What is your title and position within your air agency?

Titles were grouped into the categories below (based on titles and major responsibilities). A comprehensive list of all the titles provided follows.

**Site Coordinator Titles Grouped by Category  
(n=89)**

Title Category	Responses	% of Total
Administrative Support	17	19.1%
Technical/Engineering	12	13.5%
Sr. Administrative Manager	9	10.1%
Training Coordinator for Division/Program	9	10.1%
Program Manager/Supervisor - Technical	9	10.1%
Blank	7	7.9%
Education/Outreach	4	4.5%
IT/Technical Support	3	3.4%
Program Analyst/Coordinator	3	3.4%
Director/Chief	3	3.4%
Other	3	3.4%
Instructor	2	2.2%
Safety & Training Coordinator	2	2.2%
Program Manager/Supervisor, Training Coordinator	1	1.1%
Public Affairs Coordinator	1	1.1%
IT/Technical Support, Training Coordinator	1	1.1%
Safety & Training Coordinator, Administrative Support	1	1.1%
Safety & Training Coordinator, Procurement Officer	1	1.1%
Sr. Administrative Manager, Training Coordinator	1	1.1%
Assistant Director	1	1.1%

Site coordinator job titles are extremely varied as shown:

- Acting Site Coordinator
- Administrative Assistant
- Administrative Assistant II
- Administrative Assistant III
- Administrative Office Support Assistant
- Administrative Officer
- Administrative Secretary
- Administrative Specialist III
- Air Hygienist
- Air Permit Manager
- Air Programs Branch Secretary
- Air Quality Manager
- Air Quality Program Manager
- Ambient Air Monitoring Supervisor
- AQ Training Coordinator
- Assistant Director
- Chief Engineer
- Chief, Air Quality Management Branch
- Compliance Specialist
- Computer Programmer/Analyst II
- Course Director, Environmental Training Institute, Univ. of Cincinnati
- Director
- District Air Permitting Supervisor
- District Training Coordinator
- Education and Outreach Planner
- Electronics and Tech Support
- Engineer II-Asbestos Inspector
- Engineer III
- Engineering Manager
- Environmental Administrative Coordinator
- Environmental Coordinator, Environmental Specialist 6
- Environmental Coordinator for Office (not with the air pollution division)
- Environmental Enforcement Specialist I
- Environmental Engineer 2 (G-24)
- Environmental Engineer Senior
- Environmental Library Specialist II
- Environmental Local Program Liaison/Environmental Air Investigator
- Environmental Program Specialist
- Environmental Protection Specialist/Outreach Coordinator for Tribal Air Monitoring Center
- Environmental Resource Specialist 2
- Environmental Scientist in permitting/compliance
- Environmental Services Specialist
- Executive Assistant, Environmental Program
- Graduate student, and Director of Rutgers Air Pollution Training Program
- Head, Remote Sensing Section
- Information Systems Specialist
- Management Analyst III
- Management Review Specialist and Budget/Training Coordinator
- Office Administrator III (Bureau of Air Training)
- Office and Administrative Specialist, Support Staff
- Permit Processor
- Pollution Control Specialist/Training Coordinator
- Professor of Civil Engineering
- Program Analyst
- Program Analyst at EPA, NETI
- Program Assistant
- Program Coordination Section Manager
- Program Manager, Safety and Administrative Division
- Program Planner I
- Program Specialist, Air Quality Modeler
- Public Affairs Coordinator
- Safety & Training Manager/Training Specialist
- Safety and Training Consultant
- Safety/Training Coordinator, Procurement Officer
- Secretary Office Automation
- Secretary/Bookkeeper
- Secretary/Training Coordinator
- Senior Clerk Typist
- Senior Engineering Advisor
- Senior Environmental Engineer, EE-2

- Senior Secretary and APDLN Site Coordinator
- Small Business Assistance/Outreach Coordinator
- Supervisor of Mobile Sources/Ambient Monitoring
- Training and Development Coordinator
- Training Coordinator
- Training Development Specialist, Training Coordinator
- Tribal Ambient Air Program Coordinator

**Question 2b. How long have you held this position?**

Responses were grouped into ranges.

**Site Coordinator's Years in Current Position  
(n = 89)**

Years in Current Position	Responses	% of Total
< 1 Year	11	12.4%
1-2 Years	14	15.7%
>2-5 years	22	24.7%
6-9 years	17	19.1%
10-14 years	14	15.7%
15-20 years	4	4.5%
30 years	1	1.1%
Blank	6	6.7%

**Question 2c. How long have you been a Site Coordinator?**

Responses were grouped into ranges.

**Site Coordinator's Years in Site Coordinator Role  
(n = 89)**

Years as Site Coordinator	Responses	% of Total
< 1 Year	15	16.9%
1-2 Years	21	23.6%
>2-4 Years	19	21.4%
5-9 years	20	22.5%
10 or more	8	9.0%
Blank	6	6.7%

**Question 2d. What are your major responsibilities within your air agency?**

Responsibilities were grouped into the title categories listed in question 2a above. The following detailed answers were provided, indicating diverse levels of responsibility and skills for site coordinators:

- Administrative assistance to the air program
- Administrative Advisor and Quality Assurance/Quality Control
- Administrative assistance for the Deputy APCO and also coordinate annual conferences.
- Administrative duties (phones, mail, time sheets, etc.)
- Administrative Support

- Administrative duties (i.e. phones, filing, etc.)
- Air planning, SIPs, ambient monitoring, air training
- Air pollution control (permitting and enforcement)
- All administrative responsibilities of the Air Quality program, e.g., budget, contracts, grants, personnel actions, training. Also provide oversight over 2 local air quality programs serve as liaison between Central Office and 6 Regional Field Offices.
- All asbestos work
- Answer phones, process mail, data encoding, admin duties, update air quality permit renewal, check air quality database reporting to ensure facility compliance with reporting.
- Air Quality Training Coordination
- Assist with coordination/planning of outreach events, publications, website, and communication with general public and specific audiences. Track progress of Division's strategic plan. Coordinate training needs/activities.
- Budget and training
- Community Outreach and Training
- Coordinate the Division's training classes, coordinate the activities associated with telecourse broadcasts, coordinate P2 program for Air Division, and perform special projects.
- Coordinate training activities for 210+ Air Program employees, inclusive of telecourses, CARB courses, all technical and non-technical training, maintain training records, and monitor completion of required training courses listed in training guidelines.
- Coordinate training for diverse agency
- Coordinate/schedule technical and general training for Air professional, technical and clerical staff, supervise admin support staff, assist with Bureau quality management, site coordinator, backup timekeeper for Bureau.
- Daily operations
- Database development, troubleshooting, website, etc.
- Database/Application Development/Training Coordinator
- Deal with grants, contracts, training for Air personnel, and special programs.
- Education, public meetings
- Ensuring oversight for local intergovernmental agencies contracted by the state of Texas to perform investigations within their jurisdiction. I also conduct air investigations at various facilities.
- Environmental Regulations
- Financial/Personnel/Contracts/Grants
- Graduate school, coordinating APTI courses
- Grants development and reporting, budget development and oversight, supervision of administrative staff, safety management program, asbestos management program, site coordinator
- Handling enforcement cases
- I am not a site coordinator. I provide a room for the broadcast. NETI does not currently have a person assigned to serve as a site coordinator, due to no resources.
- Mailings, review permits, file, and document scanning for the air group
- Information systems planning and management
- Liaison between central office, district offices and local air agencies, Training and Safety Coordinator
- Library duties and satellite courses



- Maintain and support all sections regarding equipment, and keep everything running in the division.
- Manage a network of 12 sites and 6 staff
- Manage air permit section.
- Managing staff training, safety, disaster preparedness, and security programs/coordinating staff training.
- Monitor Solid Waste Division contracts; Water Quality issues for the county; special projects (school bus retrofits grant); administrative duties (physical plant issues); training coordinator
- Monitoring, policy, budgets
- Notify EPA staff about upcoming air quality events.
- Outreach & education; records & file management
- Oversee data management, provide technical assistance, and coordinate education/training programs.
- Permit modeling reviews, SIP modeling
- Permit writer for Air Resource Management Section in South District DEP
- Permit Writing and supervising other department engineers
- Permitting and Compliance for a variety of industry.
- Permitting, compliance, enforcement
- Permitting, Supervising 2 sections (Toxics/Asbestos and Stationary Sources), Inventory, Rules, Downlink Site Coordinator
- Personnel, financial, payroll
- Phones, mailings, copying, filing, permits, etc.
- Process air permits
- Professional development, which includes planning for training, tracking training, and providing resources.
- Provide the tribes in Arizona with ambient air information that impacts Indian Country.
- Public information, public relations, and employee communications
- Review and issue Air Pollution permits
- Review Enforcement cases for completeness and prepare files. Draft notifications to inform violators that enforcement action will be taken against them. Assess penalty amounts for violations. Coordinate meetings between staff and violators, negotiate.
- Review/evaluate air permit applications and engineering reports and prepare Air permits; conduct air emission sources inspections to assure compliance with air rules and regulations and permit conditions; prepare case referrals and compliance documents
- Safety and training
- Schedule/coordinate/facilitate all training for 200+ air staff, handle safety regulations/requirements for air staff, conduct ergonomic assessments, purchase equipment.
- Secretarial duties, bookkeeping, help out where needed, coordinate agency events
- Secretarial, also help with asbestos permitting department
- Small business assistance
- Study of fate and effects of chemicals on the environment
- Teach college courses on air pollution control technology
- Teaching and organizing APTI courses
- Timekeeping with hardcopy timecards, People Plus system, travel preparation, travel tracking, Editor of SOP's, Annual NEAEB Conference Registrar, Prepare memos, personnel actions, petty cash reimbursements, help with PowerPoint presentations, documents.

- Title V Fee management, Grants management, Quality Assurance Manager, Training Coordinator
- To provide any and all areas of support for the Title V Air Engineers as well as provide additional help to other programs, as needed.
- To run the agency
- To work with tribal groups in the air monitoring field and coordinate outreach programs between tribes and EPA
- Track the travel and training for the Division of Air
- Training coordination, new employee orientation and CPR, FA and BBP certification coordination
- Training coordinator for all of DEQ Air Water Waste, Policy, Admin. etc.
- Training coordinator, site coordinator, health/safety training coordinator
- Work with State Implementation Plans, Grant coordination, and training coordination
- Writing permits
- Writing/issuing air permits, performing compliance inspections, training coordination

**Question 2e. Do you have any training roles/responsibilities within your agency?**

Responses were grouped into the answers below.

**Site Coordinator's with Training Responsibilities  
(n = 89)**

Answer	Responses	% of Total
Yes	57	64.1%
No	12	13.5%
Other	6	6.7%
Blank	14	15.7%

**If yes, please specify the types of training responsibilities you have (i.e., Training Coordinator, Site Coordinator, Training Professional, etc.)**

In addition to the 3 responses that listed just site coordinator training responsibilities, individuals have additional training responsibilities within their agencies:

- All - AQ Training Coordination
- All training is provided by DARM, Treeo, or Metro4/SESARM.
- Array of technical air quality training geared towards monitoring
- As training coordinator for Air Division I, I distribute course information and schedules via email, coordinate with other regulatory and mandatory classroom courses with other Divisions, set up for APTI courses.
- Coordinate and manage training for my employees
- Coordinate series of training seminars for regulated sources on regulatory updates. Coordinate health and safety training for all Division staff.
- Coordinate the training plan for the division. Develop training protocols for job types. Find training opportunities. Publicize training courses. Approve candidates for attendance at courses.

- Coordinate training activities for 210+ Air Program employees, inclusive of telecourses, CARB courses, all technical and non-technical training, maintain training records, and monitor completion of required training courses listed in training guidelines.
- Development of junior staff.
- Division does Hazmat response, portable instrument analytical, sampling
- Ensure entire staff is properly trained in the County-sponsored courses, along with site coordinator duties.
- Health/safety training coordinator
- Training coordinator for ACE (the Administrative Council of Excellence). ACE is an admin support special emphasis group.
- Customer service and media training
- I guess you could say teaching is training.
- Manage a training facility and serve as faculty for a training course.
- Provide Visible Emissions and Odor Certification training.
- It is my responsibility to see that all VCAPC employees have the necessary training to be able to perform their required jobs.
- Managing staff training, safety, disaster preparedness, and security programs/coordinating staff training.
- Maybe one problem is agency selection of site coordinators. Training coordination is not a primary duty for many of us.
- New employee orientation and CPR, FA and BBP certification coordination
- New employee training within the department
- Plan, coordinate, promote, implement, maintain and oversee specialized training events. Prepare facilities and amenities, Evaluate training delivery and needs. Be familiar with basic training regulations and requirements to ensure mandatory training is met.
- Responsible for coordinating Air Program related training, except "Smoke School."
- Schedule/coordinate/facilitate all training for 200+ air staff, handle safety regulations/requirements for air staff, conduct ergonomic assessments, purchase equipment.
- Site Coordinator, some public outreach (set up Clear Air Month display)
- Specific site training projects for staff only.
- Technical assistance to outside agencies regarding how our agency interacts with theirs.
- Track training, make sure paperwork gets processed.
- Training Coordinator
- Training coordinator for all of DEQ Air Water Waste, Policy, Admin. Etc.
- Training new people on using computers, etc.
- Training officer
- Training Professional

### 3. Participation Details

#### Question 3a. Did you attend the March 1-2, 2004 APDLN conference?

##### Site Coordinators Attending March 1-2, 2004 Conference (n = 89)

Answer	Responses	% of Total
Yes	7	7.9%
No	76	85.4%
Blank	6	6.7%

#### If no, why not? (Please be specific).

Categorized responses for the 76 respondents that said they did not want to attend the March 1-2, 2004 conference are below. Please note that some respondents listed more than one reason. Also, the “no perceived value” tended to fall into two areas: 1) the person attended once and felt it was not necessary to attend again as it was only necessary for new site coordinators, or 2) the agency/individual did not see a perceived value due to the responsibilities of the role. Actual response details are listed in *Appendix B*.

##### Reasons Given for Not Attending March 1-2, 2004 Conference (n = 76)

Answer	Responses	% of Total
No Perceived Value	23	17.5%
Budget Constraints	14	12.9%
Blank	11	8.3%
Travel Restrictions	11	8.3%
Schedule Conflicts	8	6.1%
Personal Reasons	7	5.3%
Too Far Away	7	5.3%
Not in Role at Time	4	3.0%
Other Agency Priorities	4	3.0%
Time Constraints	4	3.0%
No Working Satellite	2	1.5%
Illness	1	.8%
Not Aware of Conference	1	.8%
Other Agency Staff Attended	1	.8%

#### Did you WANT to attend this year's conference?

##### Site Coordinators Wanting to Attend March 1-2, 2004 Conference (n = 89)

Answer	Responses	% of Total
Yes	28	31.5%
No	35	39.3%
Other	1	1.1%
Not Applicable	2	2.2%
Blank	23	25.8%

Comments provided by respondents that said they wanted to attend but did not were:

- I would like to, but if my participation stays virtually nil at my downlink site then I don't see any real point.
- Of course, would love to visit San Diego.
- If funding was available.
- I do want to attend APDLN conferences to better understand the responsibilities of this particular duty.
- Mainly to address the downlink issues.
- We've been swamped due to the new ozone and PM2.5 ambient air quality standards.
- I would want to attend the next conference if I felt the material was relevant to my position.
- Did not attend due to personal conflict. But, my agency totally supports my attendance and it is part of my job duties.
- Would have attended if closer to New England. Is it possible to hold regional conferences, instead of just one nationwide?
- Did not seek approval because of agency travel freeze due to budget problems and workload was challenging in March.

**Question 3b. How many APDLN conferences have you attended in the past 5 years?**

**Number of Conferences Attended in Past Five Years  
(n = 89)**

Answer	Responses	% of Total
0	51	57.3%
1	18	20.2%
2	5	5.6%
3	3	3.4%
5	2	2.2%
10	1	1.1%
Blank	9	10.1%

**If you did not attend, please list all reasons (location, timing, cost, travel restrictions, no perceived value, not approved by management, didn't know about it, personal reasons/family conflict, other).**

Categorized responses are below. Also, the "no perceived value" tended to fall into two areas: 1) the person attended once and felt it was not necessary to attend as it was only necessary for new site coordinators, or 2) the agency/individual did not see a perceived value due to the responsibilities of the role. Please note that some respondents listed more than one reason. Actual response details are listed in *Appendix B*.

**Reasons Given for Not Attending Past Conferences  
(n = 89)**

<b>Answer</b>	<b>Responses</b>	<b>% of Total</b>
Blank	28	31.5%
No Perceived Value	26	29.2%
Costs	13	14.6%
Not in Role at Time	11	12.4%
Location	10	11.2%
Personal Reasons	9	10.11%
Budget Constraints	8	9.0%
Timing	8	9.0%
Travel Restrictions	8	9.0%
Low Priority	6	6.7%
Other (Temporary, etc.)	5	5.6%
Not Aware of Conferences	4	4.5%
Schedule Conflicts	3	3.4%
Safety Concerns	2	2.2%

#### **4. Conference Planning**

**Question 4a. What do you think the conference agenda should include?**

In addition to responses of no opinion, unable to answer or have not attended, etc., the following suggestions were made for the conference agenda:

- Itinerary for each day.
- How to network with other site coordinators who possess more experience. How to communicate to your clients. How to advertise courses with enthusiasm. How to encourage job satisfaction. Role, training, or growth potential for a site coordinator.
- Status on the participation of classes and effectiveness of classes; presentation by and networking time with various AQ training providers; a look ahead at EPA training plans; e.g., will satellite broadcasts continue, will online options grow, other ideas/possibilities of regional training or EPA contracts with trainers that can benefit states; Site Coordinator challenges and tips to deal with them.
- Refresher on procedures (e.g., email the entire test or just the answers?). A lot of the procedures have changed since we have gone more electronic.
- Trouble shooting is an important topic, also how to promote satellite broadcasts and other training. How to structure a training program to meet needs of various staff. NESCAUM has recommended tracks or programs of study for individuals based on their positions/roles within the agency; completion of the program leads to a certificate. Can satellite broadcasts be included as part of program requirements? Can a similar “certificate program” be set up for APDLN self-instructional courses?
- Less talk and more action. Seems like there is a high turnover rate for site coordinators.
- System training
- I believe current agenda is adequate. A priority is the EPA update (which should be meaningful) and the “small” group or group open sharing of concerns, how-to’s, etc. I would

suggest EPA, STAPPA/ALAPCO, Regional Consortia should encourage agencies more to send staff, even providing scholarship monies where needed. Agenda could include guest speakers. The APDLN network has to be more active and viable in order for there to be real value and need for the annual meeting unless the meeting becomes more a training coordinator workshop rather than focusing only on APDLN site coordinators.

- Past agendas have been satisfactory/appropriate (3)
- Other than the issues already addressed on the agenda, it might be productive to have an open discussion on the possibility of replacing the current APDLN satellite-based system with a more effective form of nationwide training, specifically live internet conferencing. The current system of satellite training does not produce enough interest to be considered valuable. The lack of interest has been attributed to several factors that are difficult to overcome given the nature of the system--the most prevalent of those is realtime interaction with experienced professionals.
- I can only relate to my involvement and experience with the conference calls. They seem to be coordinated and give out good information on the topics of interest. Personally, I don't see the need for the annual conference, because getting everyone there is impossible and what is accomplished with exception to the camaraderie, because when everyone returns home, those ideas and grand plans are minimized or washed out by a superior. So, I think it's just as practical to continue and let the broadcasts speak for themselves. In most agencies the superior officers are operating in their own agendas anyway.
- How we can influence the choice of programming.
- New course development, critical air issues.
- Ways to improve training delivery.
- The training that we provide and the coverage amounts we are allowed to have, etc. I think that the meeting I went to last year in Wilmington, DE was informative.
- As far as conference planning is concerned I have had little or no contact with anyone on the training committee. The few times I have asked questions, I have been virtually ignored and in most cases my telephone or emails have not been returned or answered.
- I think the material covered in the 2004 conference was very beneficial.
- Training of new coordinators, updates on equipment use, planning of upcoming broadcast topics.
- Ways to generate participation in the broadcasts.
- Session with regional groups getting together to coordinate new training classes/development of new classes and updates to old courses.
- I was not interested in presentation by trainers. We are limited to what CARB brings to us and nothing else. I did not feel a great need for Site Coordinator training. A manual would have been a nice thing. As the training budget accountant at this District, the only concern I have is that training costs no direct money
- I think the new site coordinator's training at the beginning of the conference is great. It gives the new people a chance to see the forms and ask questions about the procedures. After that, I don't see a reason to go back in subsequent years. I don't know what could be included that could not be discussed in a conference call.
- The agenda should include more discussion on the satellite issues/problems and more discussion on providing training courses via the satellite.
- Not sure as I was never officially trained on what a coordinator needed to do.

- Suggestions of possible courses of interest, problems being encountered, further training on what to do as a site coordinator.
- More diverse training for state agencies.
- Much of what is on the agenda could be handled by conference call.
- Site CA 100 is down at this time because the cables need repair and my agency has not authorized approval for the work. We have not done any downlinking of broadcasts in two years.
- Just make it part of the agenda for the STAPPA/ALAPCO Joint Training Committee meeting. Much of the items discussed are a duplicate of the STAPPA/ALAPCO agenda.
- With new coordinators every year, need to have a session for them to assist in getting them up to speed. Also need an update as to what is new or what is coming in the horizon as it relates to training. A session should focus on evaluating the previous year and where improvements could be made.
- Much more informal conversations with USEPA folks along with follow-up from them concerning promises (such as updated classes, etc.). Assessments as to the actual usage of the downlink system (e.g., how many people actually use it? Is it a viable tool? Why can't the USEPA have more programming? Would webcasts be more efficient/productive, etc.?)
- Available training and training needs, methods of presenting training courses in the most economic manner (I.e., have training courses presented within each state to allow people to travel by car, etc.)
- Responses to training questionnaires. For example, 45% of respondents wanted to know more about PM2.5 monitoring.
- The subjects listed on the last agenda were very helpful and informative. The only suggestion I have would be to include ideas on marketing and advertisement of the courses to improve and or increase participation.
- How to stay in contact with the broadcaster to effectively troubleshoot during any technical difficulties, how to notify the interested parties to inform about upcoming events, how to obtain materials to be distributed during the conference, etc.
- I don't know. I work for the EPA and perhaps our needs are different than the state site coordinators.
- How to market your downlink site so someone shows up!

**Question 4b. Do you have any suggestions for ways to improve the annual APDLN conference?**

The below suggestions were made for the improving the annual APDLN conference:

- Not sure. The conference I attended was 3 years ago and it was helpful for me at that time.
- Don't have one every year, it's really not necessary. Actually produce the long awaited video on being a site coordinator--this would suffice for training the new coordinators. Continue the conference calls.
- Yes, the conference should be a live downlink. Let's use the system to do what it does.
- I don't feel that a site coordinator's conference is essential or valuable enough to justify the costs associated with having it. Tie that with the lack of interest in the broadcasts and it reinforces this opinion further. Most everything that is necessary to perform the duties of site coordinator can be done via email, quarterly conference call, or on the site coordinator's website.



- I do not see a need for an annual conference.
- No, I think it was run pretty smoothly.
- Information on the website and upcoming classes are always helpful.
- Funding issues seem of little interest since providing or developing training is not a role this District plays. As the training budget accountant at this District the only concern I have is that training cost no direct money from my budget.
- The APTI staff needs to become more familiar with what THEY do. Then their input at the part of the conference can be useful.
- Many of the Site Coordinators appear to NOT take this duty as “serious” as they should. Serious in the sense of not just the responsibility of making sure you have to reserved a room for broadcasts, send an email announcing the broadcast, and perhaps making sure there is a tape in the recorder. As a result, they do not see the value in our conference. If we are to improve the attendance, we have to find a way to improve on the value of attending the conference. That should be our primary focus...perhaps just as a sub-committee. The other way, is to improve “regular” communications with all of the Site Coordinators during the course of the year.
- Why do I feel as though we are the JTC step children? During the most recent JTC conference call it was obvious we were not even considered during the preliminary planning. I am not sure about having a separate conference but it seems as though we don’t get the respect or attention that the USEPA gives to the training providers and consortia.
- Emphasize the importance of developing a training schedule for the Air community.
- Move it around so people can make the conference.

#### **Question 4c. What would enable or motivate you to attend the conference?**

Motivating factors for site coordinators to attend the APDLN conference were:

- Location (answers included: Albuquerque, Indiana, in region, nearby, East Coast, Chicago, Philadelphia)
- A really sellable agenda. Our values training so if the conference agenda looks like it will enable me to improve the training received by our staff, I can probably seek and get approval to attend. Also helps if locale is in state, or in low cost town.
- Write or speak to my Director.
- I would be more likely to attend if held in my region.
- I may attend in the future. Due to cost constraints, meetings via telecourse on alternative years may help to increase participation and reduce travel costs over time.
- Making it worthwhile.
- Free schedule
- Thus far, I have been motivated to attend and my agency has been motivated to send me.
- If the cost did not come out of my department’s budget.
- Just have to hit the schedule right.
- Make it a downlink itself.
- Assurance that significant value could be gained by attending. I don’t see a way, given the simplistic nature of being a site coordinator, that a significant increase in value can be gained by attending a conference that other forms of communication can not cover.
- Without the support of my agency, I cannot consider attending any conferences. Considering the state budget situation, this appears unlikely to change any time in the foreseeable future.

- A list of benefits received from attending.
- Probably if there were more interest in the APDLN at our District. I set up the broadcasts and once in awhile someone will attend. Usually not though, due to little to no interest here.
- More pertinent information.
- Financial assistance (2)
- Time availability.
- Travel funding (2)
- A different time of the month, lot of family conflicts. But otherwise, either closer and easier to travel to and cost.
- Scheduling.
- Getting air management buy-in to the value of attending the conference.
- Time and budget, I am interested as manager.
- It doesn't seem very cost effective to spend two days sitting through the new site coordinator's session then listen to the consortia and ATCs tell us how much money they're going to spend in the next training year.
- Travel restrictions will be the determining factor in the near future.
- The APDLN no longer appears to be relevant. It needs more programming, more content, etc.
- Nothing.
- It would need to be closer for travel approval. I would also need to feel that I would be learning something new and of interest and that my attending might make a difference in how the program functions and what training is offered.
- Free training information. If funding was available, I would attend annually.
- Get ideas from other site coordinators as far as handling training and getting acquainted with other site coordinators in the different states. Hold the meetings in the fall.
- No out of state travel will be approved for me to attend this conference.
- Via satellite.
- At this point in time, I do not think anything would.
- I need to attend to make sure I know what is going on in this area.
- Family health issues preclude travel at this time.
- I don't need motivation, but we need to find out what would motivate those who aren't.
- Actual honest input/responses from USEPA besides the budget issues and management approval. I have been lucky that the Chief of our division almost forced me to go the San Antonio conference. I was lucky enough for San Diego to use the regional consortia travel funds. I am not sure if it is worth going again though. 10 site coordinators complaining about the same stuff and the USEPA giving the same rhetorical answers.
- Travel fund availability.
- Hold conference in conjunction with other meetings.
- To know what the format of the meeting is about. Does each agency have a say in the training shown?
- For me personally, the motivation to attend is already present. I am controlled by factors which are external. If travel restraints appear to be the overwhelming concern and/or issue then this is beyond the site coordinators' boundaries in most cases. I do believe that rotating locations is a good practice and should be continued because it does relieve some of the budget restraints.
- If it is educational and informative.
- Additional agenda items.

**Question 4d. Should this conference be held in conjunction with a regular STAPPA/ALAPCO meeting (not just training committee members.)**

**Hold Conference in Conjunction with STAPPA/ALAPCO Meeting  
(n = 89)**

Answer	Responses	% of Total
Yes	11	12.4%
No	10	11.2%
NA	4	4.5%
Don't Know	21	23.6%
Other	5	5.6%
Blank	38	42.7%

**5. Your Role as Site Coordinator**

Data indicates that only a few of the respondents that said “Yes” to understanding their role as a site coordinator are uncomfortable with the equipment (4/70) or do not know who to contact (6/70). More than half of the site coordinators that say they understand their role do not use the Site Coordinator Resource Center web site (34/70) and less than half (33/70) participate in the site coordinator quarterly conference calls.

Of the respondents that said they did not understand their role (9%), nearly all (7/8) have less than two years experience with little or no transition from the previous site coordinator. Only 1 said they participate in the quarterly conference calls, though several are too new to have participated.

**Question 5a. Do you understand your role as a site coordinator?**

**Site Coordinators Understanding of Role  
(n = 89)**

Answer	Responses	% of Total
Yes	70	78.7%
No	8	9.0%
NA	1	1.1%
Other	3	3.4%
Blank	7	7.9%

**Question 5b. Are you comfortable operating the equipment?**

**Site Coordinators Comfortable Operating Equipment  
(n = 89)**

Answer	Responses	% of Total
Yes	70	78.7%
No	11	12.4%
Other	2	2.6%
Blank	6	6.7%

**Question 5c. Do you know whom to contact if there is a problem?**

**Site Coordinators Knowing Who to Contact for Problems  
(n = 89)**

Answer	Responses	% of Total
Yes	72	80.9%
No	11	12.4%
Blank	6	6.7%

**Question 5d. Do you use the Site Coordinator Resource Center web site?**

**Site Coordinators that Use Site Coordinator Resource Center Web Site  
(n = 89)**

Answer	Responses	% of Total
Yes	40	44.9%
No	38	42.7%
NA	1	1.1%
Other	2	2.2%
Blank	8	9.0%

**If yes, is it useful and how often do you use it?**

Responses were provided even from those that said they did not use the web site. The table below categorized comments from all the respondents, not just those that said “yes” to Question 5d.

**Frequency of Use for Site Coordinator Resource Center Web Site  
(n = 89)**

Answer	Responses	% of Total
Not Yet	11	12.4%
No Need	11	12.4%
Few Times a Year/Not Often	10	11.2%
Monthly/Several Times a Month	8	9.0%
Need Address/Not Aware of Site	6	6.7%
Satellite Not Working	4	4.5%
Weekly/Frequently	4	4.5%
When Needed	3	3.4%
Blank	32	36.0%

**Usefulness of Site:** Comments related to the usefulness of the site are:

- The site coordinator resource enter contains valuable information. Perhaps the url should be included with some of the messages sent to all of us.
- My role as site coordinator is hazy at best. When I first started I called for assistance and received none. I am fairly comfortable with the equipment and have technical people here who can assist me. If I have a problem, I really do not know who to call.

- It seems a little confusing to get around on it. There should be a site coordinator page with a way to see if our paperwork has been received properly or if things have been updated (forms, new ways of doing things).
- It is very useful.
- It is all very new to me.
- It's very informative.
- I understand my role but the satellite is a part of our Department's system and I don't understand the system if any problems should arise. I am comfortable operating the system as long as there are no problems.
- Found it to be very useful.
- I have not linked to the website. Not sure who to contact with equipment problems--have some email addresses but not sure who to contact. Right now am waiting for a response since our screen is jumpy and not easy to watch--has been this way since repositioning.
- I didn't think it was useful, but I like the upgrades. I intend to make it my first stop for APDLN support.
- Have not used the website yet, but will in the future. I am still learning my role--any applicable ideas/insight/training would be appreciated.
- Very little interest in this at our District.

**Content Used:** The Site Coordinator Resource Center content used by site coordinators who responded includes:

- So far I've used it mostly to see what is available. Have also shared the virtual classroom opportunities with staff to help them get the training they need.
- I use it to see what courses are available, to get registration forms, etc.
- Use it to keep up with changes.
- I refer to the consolidated calendar frequently. I also look at SI and Classroom courses frequently to assist staff and supervisors identify courses useful to specific staff activities. Since updating the website some useful, historical info is lost.
- Mostly for information on self-instructional and classroom courses.
- It is useful to direct people and find out information for myself.
- To obtain required information.
- Everything that I need is on the site.
- I use the website to acquire and download course materials. It is quite helpful for this purpose and resources should focus on keeping it up-to-date.
- I print out flyers and look at the schedule mostly.
- I use it for site info, contacts, schedule, etc.
- No need, as IDEM notifies us of the training opportunities and any important information.
- It would be nice to have the email addresses listed on the "contract" link.
- Seems like the paper forms to fax in are outdated. I have year 2000 forms.
- It has assisted in various ways and problems.

**If no [the web site is not useful], why not?**

- Without a working system, I am the only site coordinator to keep in the loop and am still hoping to find a university to adopt the site.
- I usually email Geri if I have a problem.
- I usually email or call if I have any questions.

- I rarely use the web site as I find it difficult to have my questions answered there.
- We have no equipment. They repaired our roof and removed the satellite. Waiting for an estimate for installing a new one.
- Usually just make a phone call when help is needed
- Majority of job involves other duties, not a priority to go to site.
- I don't use the web site because in two years I have had 5 students.
- I don't use it enough, due to my own lack of initiative.
- I host the broadcast and rarely run into difficulties.

**Question 5e. Do you consistently participate in the quarterly site coordinator conference calls with the EPA?**

**Site Coordinators Participating in Quarterly Conference Calls  
(n = 89)**

Answer	Responses	% of Total
Yes	35	39.3%
No	44	49.4%
Other	3	3.4%
Blank	7	7.9%

**If no, why not?**

Reasons for site coordinators not participating in the quarterly conference calls include:

- Alma Mifflin, Permitting Specialist, usually listens to the calls.
- I've missed a couple and participated in a couple. The calls are confusing because the folks talking all know who is who and what is what, but from a distance I'm not sure who is saying "just call me" or "send me an email."
- I participate in all the site coordinator calls, but not as frequently in the STAPPA/ALAPCO calls due to time. I forget the noon time.
- Schedule conflicts
- No real reason, just busy and keep forgetting. I receive the notifications and participate in the region V calls (LADCO) so I get some information from those sources.
- Except for last call, when line was busy, then I was told all phone lines were tied up. Have still not received any notes from the call.
- Timing constraints. My main functions are related to asbestos regulation and the majority of my time is spent conducting inspections.
- Time availability.
- Usually conflicts with other meetings.
- Usually busy on other duties.
- I only found out about them in the middle of 2003. I have attended one call since then. Scheduling conflicts and priorities have interfered with the others.
- I do not mostly due to local workload priorities and sometimes I just forget to call in.
- Other obligations, meetings, library duties.
- Didn't know there was a conference call. I do participate in the training committee calls.
- Have not participated in years. Issues were discussed regarding the conference and other matters with which I was totally unfamiliar and uninvolved. Topics did not seem to impact any of my activities.

- It doesn't seem as though we have a large stake in this program.
- Duties as a compliance specialist take precedence.
- Usually can't get away from other commitments.
- Sometimes, if I remember or if there aren't other meetings or schedule conflicts.
- What are they about? If my emails and calls are ignored, why would my participation in calls be any different?
- Schedule/time.
- Time is an issue.
- Usually conflict with other meetings and conference calls.
- Not since we discontinued the satellite broadcasts.
- Due to the nature of my job (answering the phone is a big part of it)
- I do not find it beneficial to the role that I play as site coordinator.
- Workload issues
- Like the APDLN conference I did not see any added value in calls because on average I had very low turnout rate, sometimes none. Low turnout makes broadcasts a low priority.
- I began receiving information on these calls three months ago and again, have no issues.
- As often as possible. If not, it is due to scheduling issues.
- Not lately, due to other job obligations. Dates and times of the meetings were in conflict with other things.
- They seem to always conflict with my other duties.
- Other priorities and a perceived lack of usefulness.

**Question 5f. Do you promote or market the monthly broadcasts?**

**Site Coordinators Promotion of Broadcasts  
(n = 89)**

Answer	Responses	% of Total
Yes	65	73.0%
No	13	14.6%
NA	1	1.1%
Other	3	3.4%
Blank	7	7.9%

**If yes, how?**

Of the 65 respondents that said they promote the monthly broadcasts, the following methods of promotion were listed. Please note some respondents provided more than one answer.

**How Site Coordinators Promote Broadcasts  
(n = 65)**

Answer	Responses	% of Total
Email	48	31.2%
Post/Mail Flyers	14	9.1%
Post on Web Site	6	3.9%
Post on Electronic Bulletin Board	6	3.9%
Voice Mail/Phone	2	1.3%

Site coordinators also provided details on who they send the schedules and flyers to:

- Throughout the agency.
- Announcements are sent to Air Division staff, and if appropriate, to others within the Department who may have an interest.
- Internally.
- Copy section administrators by email and advise them to notify interested staff
- All Air Division Staff (5)
- Other divisions and Headquarters
- When I see a new broadcast listed, I send out a preliminary announcement to everyone in the air program asking people to put it on their calendars and let me know if they want to attend. I then book an appropriate-sized conference room, and send out another announcement including the synopsis, target audience, those who have expressed interest, and logistical information for where and when the broadcast may be watched. I usually pick up a few more attendees at that time. I try to send out a reminder a few days prior to the broadcast.
- I send an email to all people in our air department and select other people who send it to their groups. If broadcast targets a different section, I send it to the department supervisor.
- Local air professionals.
- Usually place announcement on bulletin board or send notice electronically to supervisors.
- Regular posts are made to a Training Opportunities Bulletin Board about all upcoming opportunities. In special circumstances, direct emails and attachments/flyers are sent to relevant staff.
- I email the information to the sections in DEP that it pertains to so they can get in contact with their contacts for the use of the classes.
- I routinely notify Department air program staff on site. I share information with appropriate program staff on site as appropriate. For example I notified water program staff of the T-002-04, EPA, Office of Water broadcast on May 18, and made sure they received the broadcast. I do not normally promote the broadcasts outside this office.
- I put the announcements on the DEQ website, "Calendar of Events", and also invite the interested groups of that particular program.
- They are promoted within our office of 55 people by posting the flyers on our bulletin boards and emailing monthly the quarterly schedules. Our central office coordinator also notifies the entire agency of the APDLN schedule by email to the 700+ employees. The flyers are really beneficial.
- Only within the County. Email other Departments when a program of interest will be broadcast.
- All employees in and out of my division.
- I post the monthly broadcasts and put the flyer in one of our newsletters.
- Internal staff (3)
- Our department is a local air agency. I only have to market to 45 air quality professionals. This is done through email notices and hanging the broadcast flyers around the building. I do inform the local drinking water department when a drinking water rule broadcast is scheduled.
- Not enough material to promote.



- Once a month I send an email with the upcoming broadcasts to all the permit writers and inspectors in this regional office of the DEQ. I ask for a response to tell me how many will be interested.
- Market the VHS broadcasts to all division.
- Email to all the Air Contacts, send letters to all the businesses and tribes, post on the bulletin board and in the DENR website.
- I let staff know about the programs and that video tapes can be ordered. Whenever there is a web based session I distribute the information.
- Air program staff for air-related broadcasts, and other program staff as appropriate.
- Supervisors and counties in Colorado.
- Global email to our regional office and another regional office located an hour from us.
- Phone EPA Region 10 employees to remind them of schedule.
- I email management about the broadcasts.
- I usually send out a mass mailer to EPA Region 2 and ask everyone to forward it to their counterparts in the States and tribes, but now that we are receiving the flyers I am able to post them on every floor of the building (15 floors). People who might delete a mass mailer before reading will look at the bulletin board while waiting for an elevator. A good course has 5 attendees. We believe this is a very valuable service, so we are trying to find better methods of promoting it.
- If the broadcast is especially of interest to specific group, I ensure the group is notified.
- I create announcements and mail them out to 19 tribes in Arizona environmental departments. I post the monthly schedule on the national tribal air listserv that I moderate.
- Forwarding the 3-month schedule to faculty members and other people on my list.
- We circulate the information to all employees
- We have the APDLN web site linked to our web site. On our main page, we have a table with one cell labeled "EPA Telecourses."
- All of our program including regional contacts of the upcoming satellite training.
- Other employees and agencies.
- I post a notice on our LAN bulletin board and also send emails to contacts in state and local air programs.
- I inform my staff here in the office, my members of the West TN Regional Environmental Forum, and the industrial members of our TN Pollution Prevention Partnership.

## 6. Site Usage

### Question 6a. Do you routinely have attendees at each broadcast?

**Sites with Routine Attendance at Broadcasts**  
(*n* = 89)

Answer	Responses	% of Total
Yes	33	37.1%
No	39	43.8%
Other	8	9.0%
Blank	9	10.1%

### **Question 6b. Which broadcasts get the highest attendance (list topics or courses)?**

The list of responses for the broadcasts with the highest attendance includes the following topics/courses with multiple responses in parenthesis below:

- 300 and 400 courses (2)
- 400-level courses
- Combustion Evaluation. A few routinely attend.
- Air related issues get the highest attendance for us, as that is our only responsibility. There have been a few here at water related courses from DNR. The Purdue Extension Office is located next door and has had broadcast capabilities for many years and they continue to get more of an audience.
- Air Toxics Now (7)
- Air Toxics and any other topics that pertain to technical assistance in the air media.
- Air Toxics Now and current issues.
- Air Toxics Now updates; telecourses when updated and needed such as recent T427-04, though attendees were put off by dry delivery of course materials (they will NOT watch repeat, outdated telecourses). An updated APTI 461 Intermediate Permitting and/or APTI 445/446 would probably get good attendance. The annual American Bar Association's Clean Air Act Updates were a big favorite but haven't had in a couple of years. We have actually had very few interesting, fresh broadcasts in the past 2-3 years. When broadcasts are infrequent, staff lose interest and attendance wanes.
- Air Toxics Now! Depends on the broadcast; Air Toxics Now is normally attended while most of the others are not. It really depends on the subject matter. All broadcasts are taped for later viewing.
- Air Toxics Now. People are really interested in tribal stories, indoor air issues.
- Air Toxics Now, Combustion Evaluations, Ambient Air Modeling, Inspection Procedures, Stack Testing and Test Observations
- Air Toxics Now, Stage 1 Disinfectants. Numbers depend on number of new employees.
- Air Toxics, Water, emerging issues
- Air Toxics. Maybe 1 or 2, sometimes none.
- Air, Air Toxics Now, Technical Air Courses (427)
- Anything for Engineering and Compliance staff.
- APTI classes
- Asthma, transportation topics, recycling topics, and 400 courses.
- Attendance depends on topic. Air training or any other technical issues that are informative.
- Attendance varies by topic. Air regulations get highest attendance.
- Broadcasts of interest to permitting or compliance engineering staff are of high interest. Our staff is mainly a mature staff so advanced seminars are of interest. Updates such as Air Toxics Now are of interest and get high attendance.
- Broadcasts that deal directly with air pollution. Specific training of air pollutant issues, such as CAM, combustion evaluation, inspection procedures and safety, stack testing that are good training for beginner permit writers and inspectors or updates to regulations. When the various non-delegated states get their new PSD regulations SIP approved, or issued, further training of the new NSR rules will be beneficial.
- Can't answer due to not being able to broadcast any courses since I've worked for the division.

- Courses
- Depends on the topic
- Don't know (3)
- Drinking water topics, or that specifically pertain to some function they perform as part of their duties.
- Had about 8 at the Combustion Evaluation broadcast in April and May 2004, but don't know about regular attendance.
- In 2003, T-001-03 Arsenic 7 Surface Water Treatment Rules Training.
- Monitoring
- Most are unattended. Lately the courses outside air media have drawn the most registrants. We had over 20 individuals registered for the original Stage I Disinfectants course, which cancelled. For this upcoming Stage I broadcast, we have only 2 registered. APTI 400 level courses are also well-attended.
- New Regulation; 400 level courses (credit courses), but even these will have low attendance if the same course is being held live by a regional consortia.
- New regulations such as the disinfection by-product and ozone attainment.
- New regulations, broad based instructional courses.
- New regulations, revamped courses, and courses valuable for new employees.
- Not always attended, sometimes they will watch the tape at their convenience later. T-007-03.
- On occasion. Training broadcasts.
- Only those needed by staff. Training courses such as 445, 446, 427, and MACTs get highest attendance.
- Our room is rarely used, no more than twice a year.
- Permitting (Nox Control, NSR, etc.), usually 3-10 people.
- Recently held Combustion Evaluation was popular, as was the Air Toxics and NSR. Updated courses seem to bring some staff in. Would like to see more training on the MACTs that are being promulgated.
- Sampling, emergency response.
- Satellite link is currently down awaiting repairs.
- Short ones. Updates on current issues.
- Sometimes have attendees. Highest: Coating Clean, Arsenic and Surface Water Treatment Rules, Disinfectants & Disinfections Byproduct Rule, Stack Testing/Stack Test Observation, Compliance Assurance & Title V Monitoring Workshop, Vegetation Management in Roadside Right of Way
- Specialized training pertaining to air quality and Air Toxics now.
- Telecourses
- The ones dealing with new standards (ozone, PM2.5) or permitting issues.
- The two broadcasts with participation dealt with water issues and air toxics. Otherwise, we do not routinely have attendees.
- This year have routinely had attendees, previously not many.
- Those dealing with permitting, inspections, controlling emissions, and source sampling.
- Toxics
- Usually only 1-2 at each broadcast. Zero attendance for non-air broadcasts. Air Toxics Now show draws good attendance. Any "latest issues" broadcast draws a larger attendance.

- Very few staff members ever participated. Before we decided to discontinue the broadcasts we asked staff if they had an interest in keeping it and we got almost no interest.
- Very sporadic
- Water courses
- Water disinfectant and air toxins
- Water related topics (the local air agency in Cincinnati is also a downlink site)
- Workshops on current issues/standards like air toxics, MACTs

**Question 6c. Which broadcasts get the lowest attendance (list topics or courses)?**

The list of responses for the broadcasts with the lowest attendance includes the following topics/courses with multiple responses in parenthesis below:

- 400 courses (2)
- Air Toxic Now, Effective Permit Writing, Children's Environmental Health Information Resources
- Air Toxics Now (7)
- Air Toxics Now, almost any non 300 or 400 level courses.
- Air Toxics Now. There is one attendee and she usually gets the tape and watches it at home.
- All of them.
- All the rest.
- Any class that is multiple dates or that requires a pre-requisite.
- Any others.
- Anything not related to Air.
- Asthma programs, UNC Public Health
- Asthma/health-related courses and Air Toxics Now have the lowest attendance.
- Can't answer due to not being able to broadcast any courses since I've worked for the division.
- Courses not directly related to air permit writing and inspections are not well attended since we don't market outside our agency and if no one else is marketing the course.
- Courses pertaining to the waste media.
- Courses that correspond to needs of specific state regulators (not relevant to non-US participants).
- Courses that haven't been updated in years.
- Currently, I have NO air program staff attending any broadcasts that are specific to other program areas, such as the May 18 Office of Water broadcast. I often have no or only 1-2 staff who attend CDC or any broadcasts specific to subjects that do not personally affect our staff. Some staff will come to broadcasts on asthma, if their workload and supervisors will permit. VERY few, if any, staff will attend re-broadcasts of material they have seen or been offered several times.
- Don't know (8)
- In 2003, only 1 person attended one course, the other courses had no attendees. The courses are taped and we have several employees who take the tapes at a later date.
- It varies
- It's getting more prevalent that one or two individuals will check out a tape to watch. Most broadcasts are not attended, but I tape every one. The viewing area is in another part of the building.

- Little interest in majority of broadcasts. Repeat broadcasts are lowest.
- Many of the broadcasts seem to be repeats. We have not had many new employees so this may account for low participation.
- Nearly all the others.
- No good information at this time.
- No pattern.
- Non-air related and those that are shown over and over.
- Non-air broadcasts; water issues; solid waste issues; health-related issues.
- Non-air related courses (3)
- Older courses, such as Effective Permit Writing, Asthma, CTE broadcasts
- Ones that are too basic. We have a mature work force.
- Repeats of previous broadcasts.
- Rules and legislation
- Some 400 level, but not many attend
- There has been so little content, it is hard to say.
- Typically your 400 level courses because of their lengths....normally 4 ½ days.
- Very sporadic.
- Water Broadcasts--no one in my Department is interested.

## **7. Site-EPA Communication**

### **Question 7a. Do you have suggestions for improving communication between site coordinators and the EPA?**

The list of responses, with multiple responses indicated in parenthesis, is below:

- During the conference calls it would help to have people say who they are as they participate, particularly when inviting someone to contact them.
- We have had no problems communicating with EPA staff.
- Need updated written procedures on what they need for telecasts and how they want broadcast paperwork completed. I'm not sure EPA even knows.
- Have the EPA send out instructions. Do they want sign in sheets for all broadcasts? Why do we have to email EPA after the conference calls to tell them we were on the call. They take a role call and that should be sufficient.
- Has not recently been clear who to contact between Microspace or EPA/APTI. I feel that there is a very definite lack of communication or coordination of communication between site coordinators and EPA. I feel that the APDLN network is not a priority with them and neither are the site coordinators. Communication seems one-sided and on an as-needed basis only. Rarely do I get a timely or appropriate reply to questions. While Lourdes seems sincere in wanting the network to survive and Mike Letke seems to sincerely want the website to be useful, I do not detect ANY enthusiasm or desire to keep it going strong from other staff. I miss Jeff Whitlow. I also feel that I came into this job on the tail end of what was once a fairly active and viable network and APTI staff who cared about providing technical air training to air program staff via the network, self-instruction courses, and classroom courses--a combination of air training that was the envy of other program areas in our agency. I sometimes feel I'm still attending the funeral!

- I'm comfortable with the equipment, but not confident we'll receive the course via satellite. We have had major problems with the equipment and service. Need to get more phone lines for conference calls.
- Use the downlink to communicate. In my personal opinion, every state should have a dedicated full time training coordinator, and an inherent duty should be site coordinator for the downlink system.
- Unfortunately, the nature of the site coordinator's position makes miscommunication with the EPA inevitable. Rarely, if ever, does the role of the site coordinator require a full 8 hours in a day. This leads to many site coordinators taking on multiple roles within their organization, site coordinator being just one of many. Although the role could be expanded to require such time, most organizations would be reluctant to dedicate a full-time employee to only training. The benefits of dedicating a fulltime employee do not outweigh the loss in productivity in the other roles that a site coordinator may be responsible. As time goes by, coordinators become more experienced in other areas of air pollution control, the time spent as site coordinator becomes less valuable. Organizations understandably reallocate their human resources to maximize productivity by shifting the role of site coordinator from more experienced to less experienced personnel. As seen at the 2003 APDLN conference, the majority of coordinators had been in this role for less than 2 years, most not having been trained by the previous coordinator. Site coordinator turnover rate is, and will continue to be an unavoidable barrier to effective communication unless enough value can be presented to justify the dedication of fulltime employees.
- Additional comments: I try to tape all the air program courses and keep an informal library for reference and training. I would rather receive all the printed course materials, even if no one locally signed up for the course. The T-427 Combustion Evaluation training course is a recent example. I think the telecourse training concept is potentially a tremendous resource. I don't think it is currently being exploited to anywhere near its full potential. For one thing, it should be utilized by all the appropriate programs, not just air. Some expansion has occurred recently; the water program had a broadcast this month. I think there have also been some transportation programs recently, but I think other programs (solid waste, hazardous waste, wetlands, fish and wildlife) should also be on board. Perhaps OAR could actively encourage the participation of other programs/agencies. Another problem I have locally is the satellite receiver is located in a general conference meeting room. Sometimes other activities are scheduled for the room before I can reserve it for a training broadcast. Sometimes I can move the equipment to a free room nearby, but physically relocating the equipment is more trouble than it ought to be. Sometimes I can just videotape the program while the other meeting is in progress, but this is not ideal either. It appears to be there was never a clear commitment from this agency about supporting the telecourse broadcast program. My opinion is EPA should obtain such a commitment and insist that the agency continue to provide the required support. It seems to me a no-brainer that this is by far the most economical way to train staff and share information. In these times of tight budgets, this should be the last area to cut funding, not the first. Unfortunately, this kind of service seems to be one of the first things to be cut along with training in general.
- It's very difficult to get a live person on the phone when I call in to ask about a technical problem on broadcast day. It's a few days later that a return call will come back, and then it's too late. I have problems with the timing of the start of the transmission when the screen is black. There is no consistency of start time.

- When I first became a site coordinator I took it very seriously. Went to the Colorado meeting and saw the enthusiasm of those who attended. I came back and immediately tried to pull our guys into viewing the sessions. I sent emails, posted the information on our main bulletin board and even sent notices to the groups in the community who I thought would be interested in them. One session did draw some Fire Department people over and quite frankly they were disappointed and I was embarrassed. Because of the early efforts and time spent trying to draw attention to the broadcasts, we now no longer advertise outside the office. We simply don't have time to do that and have no one show. So, I advertise internally, and still nobody, or only one or two, will show once in awhile. I've pretty much given up on it. The only broadcast that draws interest for one of our engineers is on the Toxics. He keeps the inventory for the facilities in our District, so that's of special interest to them. I used to tape every session, and the TV would run to an empty room. The tapes go on a shelf and nobody has ever bothered to look at them. I became disenchanted early on when I tried to get the certificates for those who had seen the early broadcasts. I was told there was no record of them seeing them, and for those who did have verified certificates, they never arrived, thus causing those people to lose interest. It's hard to keep up with the process too. Seems to change a lot. Anyway, that's about as honest as I can be about all this. I'm sorry to be so negative, but that is the way it was received here and I have never been able to change it.
- I think that EPA keeps site coordinators well-informed. EPA staff are working to continuously improve the APDLN programs and website.
- Answer the phone, mail out recorded tapes of the broadcast. I really need them because sometimes I cannot schedule the conference room for the program.
- Have an easy way to get in contact with people. Messages on voice mail never seem to get returned.
- Email works best. Please continue to use it as a primary route of communication.
- Email seems to work ok.
- It's my understanding that if people in the regulated community express interest in an upcoming broadcast, I am to make sure the equipment is functioning properly and reserve a room. That is it.
- I don't have too many problems, and if so they get solved quickly.
- I am with EPA and I have a problem communicating with the EPA personnel at RTP.
- No suggestions.
- I think the Site Coordinator Resource Center web site is the easiest way to improve communication.
- I think EOG is doing a great job of communicating with site coordinators in an exceptionally timely manner.
- Keep up the quarterly conference calls.
- We think the current process is working fine. The conference calls enable us to ask EPA for information we need on a regular basis.
- My employees are not very interested in viewing live broadcasts. They would much rather watch a taped version in their leisure.
- Understanding my role would definitely help in increasing attendance.
- I would think that a close relationship would develop between our Richmond training department (contact Susan Mongold at 804.698.4470) and EPA to set up courses that our training department is aware we are in need of.

- I do receive the emails which are very helpful. But, the satellite dish needs to be repaired, repointed.
- I have no problem with EPA communication. If I have questions, I always email or call them.
- Communication is fine via email.
- They seem to be doing fine.
- We have not had any problems getting the courses we have wanted.
- The “site coordinator” is just that . . . A site coordinator. That person’s responsibility does not (in many cases) determine who needs to see the broadcast or determine who needs the training. The site coordinator needs to coordinate setup of the room in a format for best viewing, e.g., broadcast for information and updates vs. APTI courses. The site coordinator is also responsible to set up equipment, prepare handouts provided by EPA, administer pre and post test exams, and report attendance to EPA. I don’t see this person traveling cross country to a conference that can be held on the APDLN broadcast. It should be far less costly to conduct the annual APDLN conference on the network to assure you can reach every site coordinator. That way you can convey all the information to everyone with very little expense to the agency. I actually coordinate activities for 5 downlink sites within the NC Division of Air Quality. There is no need for all five of us to attend. I communicate with the others following my return or when there is a need for them to be notified other than when APTI sends out their updates.
- I usually reply to an email I have received from EPA, as I don’t have a lot of luck with them on the phone.
- I find no fault with communication.
- We need to have more communications with the Site Coordinators. A good example is when EPA lost the satellite through an electrical failure and had to negotiate for a new satellite. We had no clue what progress was being made until we had the quarterly conference calls and even then, they seemed they weren’t telling us that much. Any motivation that Coordinators may have had before was certainly lost through lack of communications. It only takes a few minutes to send out a general email.
- Can we get a little more respect and honesty? Don’t change two words in a course and label it as updated. Listen to us. Just as important that we listen to them in an unbiased, objective manner. We need to look at identifying issues surrounding the relationship.
- A web page devoted to site coordinators would be helpful. Right now it seems I fax stuff in but do not know if I am filling out the correct forms. Is it possible to develop a web page that site coordinators can go to see the correct forms to use, what paperwork has been submitted recently from our site, a place to provide attendance information for each show instead of faxing it in.
- I have not experienced any problems or major concerns.
- I understand my role as far as the basics go: reserving room, informing interested people, stay tuned during the broadcasting, etc. I am somewhat comfortable at operating the equipment, as long as there is a contact telephone number on the announcement sheet.
- I know who to contact if there is a problem but I am not always successful! Also, it would be helpful if emails with questions would be acknowledged, even if the response is “I don’t know but I will find out.” I’ve had state site coordinators contact me thinking maybe I could get an answer for them.



### Question 7b. Are you getting the information you need when you need it?

For the responses indicating respondents were not getting in the information needed from EPA, there did not appear to be any correlation between use of the Site Coordinator Resource Center web site and the level of participation at conferences and in quarterly calls.

#### Sites Coordinators Getting Information Needed (*n* = 89)

Answer	Responses	% of Total
Yes	52	58.4%
No	7	7.9%
NA	1	1.1%
Other	4	4.5%
Blank	25	28.1%

#### If not [getting the information you need when you need it], please explain.

Comments from those that responded are included below, even if they did not respond “no” to Question 7b.

- I need help in getting a new site up and running. Ideally, would partner with a college or university near each regional office.
- When my office was relocated last October, I asked Dan Schramm who would take over coordinator responsibilities, but he didn’t respond. I am 35 miles away from Milwaukee site; believe someone else is coordinating now.
- Sometimes it is difficult to reach staff even after leaving voice mail.
- I have at least two items that I have given up on receiving since it’s been well over a year and repeat requests or email status requests didn’t help.
- We are receiving necessary information but without a satellite feed it is difficult to get people to travel to another location to view the material.
- Materials are being sent in a timely manner for broadcasts.
- Other than copies of the broadcasts. I realize it takes time to make copies. We have had a few instances where our course did not tape and we had staff waiting to watch the tapes. Sometimes I can get a copy from another Site Coordinator.
- With the decrease in dish costs, it has become cheap enough for states to have multiple downlink sites. We have two in Delaware about 35 miles apart. I would suggest that OAQPS/APDLN develop and deploy a “Guide to being a successful site coordinator” as a video downlink or CD/VHS tape. That way we could be taught what was needed, and have it to review if/when things get a little rusty. I am at best a reluctant site coordinator. I showed up one day early for the STAPPA/ALAPCO training committee in RTP, walked into a room full of people to see what was going on, quietly took a seat to watch . . . Someone handed me a test sheet, and I took a test (without any idea), passed it, and became an official site coordinator without my knowledge. Based upon my predecessor’s complete and total lack of ability to get events scheduled and tapes made, or to get the downlink working (after people had driven 35 miles to attend), I took over this responsibility for my Air Quality folks . . . And have been stuck with this additional duty since then. The meeting, and updates about the downlink system, should be ON the downlink system!

- I can get most of the information I need through the site coordinator's website. It is invaluable and very much appreciated. The majority of critical information that I do not receive are in regards to record keeping, such as registration confirmations, status of individual participants' grades (pass/fail?), receipt of certificates of completion, and comprehensive transcripts.
- For the most part, I am. I find no one is there at EPA to answer the phone before the broadcast. Also, I request tapes of the broadcasts and do not receive them.
- Our site coordinator position has been passed around. Basically the person before me knew enough to run the broadcast and give me a little detail on how things are to be done. The past coordinator has tried contacting people at EPA to let them know there is a new site coordinator. We thought once we got this changed I might then get someone I could ask questions of and get suggestions from. Unfortunately no one has responded to the phone calls or emails left and I'm still stuck trying to figure all this out. Considering training is one area we would all like to improve on, it is frustrating when no one can provide answers or even be available to answer calls.
- Please keep the website updated.
- Between the teleconferences and emails the information is timely.
- No complaints.
- Most of the time I get what I need. Sometimes I don't get the broadcast papers, but it's been better.
- No, I am not receiving any help or assistance of any kind and I have asked for it. For some reason, when information about the schedule is sent I am always a "cc" and the information is not sent to me as a primary recipient.
- For the last 2 months, I have had inquiries about an upcoming downlink 2 weeks before I received the schedule that contained that information.
- I sort of fell into this position and was not really given any instructions or information on what was involved. But we don't have a lot of participation in the satellite classes so there really isn't much to do.
- I like cookbook manuals, with two parts. One part gives the steps, the other part takes each step and further explains it. For example, 1. Send out training notices 2. Track enrollees. 3. Coordinate registration for 300-400 classes 4. Reserve room. Need to have a person available to review the process with any new site coordinators, even if by phone. I stumbled my way through and taught myself.
- Generally, I'm able to speak to someone if I have an issue.
- The EPA should be following through on Web simulcasting. That is very interesting.
- As far as I can tell, yes.
- I could use a timeline for the required actions as the Site Coordinator for APTI 300 and 400 series courses.
- The job of site coordinator was handed over to me when another employee left the agency and I was completely baffled by the whole thing. I had no idea what it was for or how it worked. No one here seemed to know how to operate the equipment either. It's gotten better, but it's still rather difficult to understand, especially if the person whose job it is to coordinate the program has very little understanding of it.
- Dennis does a tremendous job in getting materials. Feel that site coordinators should always get materials for 300 and 400 courses, even if they do not register to help ensure they always have updated materials if someone takes the class later.

- I think we are one of the few EPA APDLN downlink sites still active in Washington and Oregon. It is my impression that budget cuts have resulted in the closing of some (many?) of the sites.
- The Richmond site has a technician who actually operates the equipment.
- I do not operate the equipment. Other EPA personnel operate and manage the equipment.
- Pretty much...sometime there is a delay but that is understandable. I cannot think of any time when I didn't get any reply.
- Sometimes the packets come 2-3 days prior to the broadcast and puts a rush on receiving copying assistance from our copy center.
- For the most part.
- The training agendas are sent out in sufficient time. Nice job there. Overall I seem to have access to the information I need when I need it.
- I do get the information I need and when I need it. General comment: My role as site coordinator was not fully clear at the beginning, but after attending a conference I fully understand now.
- But, some of it is so lengthy to try and copy, then on many occasions I make the copies and nobody shows up!
- Fortunately, I don't often have questions because I think it is extremely difficult to get answers. I'm still trying to get my phone number on Federal Express mailings corrected.
- I feel you do the best to keep me informed.

## Appendix A. Questionnaire

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### ***Initial Email/Questionnaire Sent from Richard St. Louis May 10, 2004***

From: St Louis, Richard [mailto:rstlouis@state.pa.us]  
Sent: Monday, May 10, 2004 1:03 PM  
Subject: Site Coordinator's Request

Fellow Site Coordinators,

As you know, this year's APDLN (Air Pollution Distance Learning Network) conference was recently held March 1-2, 2004 in San Diego. Unfortunately, attendance was very low, which made it difficult to make decisions that affect all of us. The low attendance also impacted our ability to influence the EPA, as so few of us were represented. Because this annual opportunity to network and share information is important, we offered to contact all of you to gather information to understand why attendance was low and to identify ways to better meet your needs as a site coordinator. Your feedback is CRITICAL.

We have put together a few questions, which are listed below. Responding should take only a few minutes of your time. To reply by email, highlight the entire message and select "reply", and then insert your answers below each question. We encourage you to be candid in your responses. The results will be used to help plan future conferences and to provide input to the EPA on site coordinator needs. We will also share what we learn with all of you.

Please replay no later than May 14th. If we don't hear from you, we will contact you again. Our goal is to hear from ALL of you! Thanks in advance.

Rick St. Louis, PA  
Eadie Regenburgh, City of Houston  
Steve Friedman, Ohio EPA

### **Survey**

#### **1. Contact Information**

- a. Name:
- b. Telephone:
- c. Supervisor:
- d. Supervisor's telephone:

#### **2. Position Details**

- a. What is your title and position within your air agency?
- b. How long have you held this position?
- c. How long have you been a Site Coordinator?
- d. What are your major responsibilities within your air agency?
- e. Do you have any training roles/responsibilities within your agency? If yes, please specify the

types of training responsibilities you have (i.e., Training Coordinator, Site Coordinator, Training Professional, etc.)

### **3. Participation Details**

- a. Did you attend the March 1-2, 2004 APDLN conference? If no, why not? (Please be specific). Did you WANT to attend this year's conference?
- b. How many APDLN conferences have you attended in the past 5 years? If you did not attend, please list all reasons (location, timing, cost, travel restrictions, no perceived value, not approved by management, didn't know about it, personal reasons/family conflict, other).

### **4. Conference Planning**

- a. What do you think the conference agenda should include?
- b. Do you have any suggestions for ways to improve the annual APDLN conference?
- c. What would enable or motivate you to attend the conference?
- d. Should this conference be held in conjunction with a regular STAPPA/ALAPCO meeting (not just training committee members.)

### **5. Your Role as Site Coordinator**

- a. Do you understand your role as a site coordinator?
- b. Are you comfortable operating the equipment?
- c. Do you know who to contact if there is a problem?
- d. Do you use the Site Coordinator Resource Center web site? If yes, is it useful and how often do you use it? If no, why not?
- e. Do you consistently participate in the quarterly site coordinator conference calls with the EPA? If no, why not?
- f. Do you promote or market the monthly broadcasts? If yes, how?

### **6. Site Usage**

- a. Do you routinely have attendees at each broadcast?
- b. Which broadcasts get the highest attendance (list topics or courses)?
- c. Which broadcasts get the lowest attendance (list topics or courses)?

### **7. Site-EPA Communication**

- a. Do you have suggestions for improving communication between site coordinators and the EPA?
- b. Are you getting the information you need when you need it? If not, please explain.

Many thanks for your input!!!

***Follow-up email sent May 17, 2004 by Richard St. Louis***

"St Louis, Richard" <rstlouis@state.pa.us> 05/17/04 03:00PM >>>

Hi Everyone,

Last week I emailed you a request to complete a short survey that hopefully would help your fellow Site Coordinators determine why so few attended the annual conference held in March in San Diego. Thanks to the 34 of you who have responded by the requested date of May 14th. There are still about 80 of you who have not responded and I am asking for your help. Answering this survey should not take more than 10 minutes of your time. It's important that you are honest with your replies. Perhaps an annual conference is NOT the way to ensure we are all of the same page and have all of the training that might be needed to run an effective satellite downlink site. Perhaps we need to look at a different way of doing this. I don't know...thus the need to ask you to help the few of us who have a concern to find the right solution.

I would like to ask for your help AGAIN....please complete the short survey and reply to me. You will all get the results of the survey and your responses will be kept confidential. Your input is IMPORTANT!

PLEASE COMPLETE THE SURVEY BY CLOSE OF BUSINESS, WEDNESDAY, MAY 19TH!!!!

Thank you for your help!!!

Have a great week!!!

Rick St. Louis (PA)

PS...I've forwarded my previous email which includes the survey just in case you accidentally deleted it.

## Appendix B. Reasons for Not Attending Conferences

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### ***March 1-2, 2004 APDLN Conference***

The following detailed reasons were provided for not attending the March 1-2, 2004 conference held in San Diego, California. Counts for answers with multiple responses are provided in parentheses.

- After the APDLN severed their ties to NC State, the amount of available material on the APDLN is seriously limited. The meeting doesn't seem relevant any longer.
- Another person in agency attended -- position not high enough to attend
- Budgetary and time constraints.
- Budgetary restraints and family health issues.
- Budgetary restraints (5)
- Busy with other work. Travel funds are needed for another workshop.
- Conflicted with another meeting. Don't have any issues with the satellite broadcast system.
- Conflicts with schedule.
- Could never justify the expense to my superiors.
- Cost and time constraints.
- Current State travel budget does not allow out of state travel unless approved by Secretary of DEP. Designation of Site Coordinator is a minor and peripheral portion of my duties. Attendance is not considered a priority by management.
- Did not attend due to travel budget restrictions.
- Didn't really see the need to attend this year's conference. The last couple of conferences I didn't learn anything new and working with EPA as a site coordinator continues to be a lost cause. I am still waiting for items requested well over a year ago.
- Difficult to get approval for travel due to agency budget issues.
- Distant location.
- Family obligations.
- I am not sure I would gain any insights from attending.
- I attended last year's conference, which was good. I did not feel it was necessary to attend again this year. The agenda did not look that different. Travel dollars are tight and it seemed a lot of money for a day and a half.
- I did not feel the conference costs were worth the information obtained.
- I was not a site coordinator then (4)
- I was registered to attend, but caught a bad cold and was unable to attend.
- I've only had outside interest in only one broadcast (5/18/04) in the last 3 years or so. To be honest, I had forgotten all about the equipment and my role as a site coordinator. My duties as a compliance specialist make it easy for me to forget APDLN.
- Limited out of state travel funds are available.
- Location, timing, cost, travel restrictions, no perceived value, and didn't know about it.
- My agency sent a co-worker in my place.
- My job is with all equipment here and the issues and programs are not in my area.
- No funds and I felt it was not necessary for me to attend.
- No money for travel out of state.

- No money in budget for this. Department is going through some rough times with scale backs, freezes, etc.
- No perceived value (2)
- No time availability.
- No travel allowed by the City due to lack of funds.
- No travel budget and family situation.
- No travel money for out of state travel.
- Not aware of it.
- Other responsibilities take precedence.
- Our agency frowns on trips to California as it is so far from here. We had a successful Metro 4/SESARM training coordinators meeting in the second week of April.
- Our agency was undergoing budget restraints which directly affected our travel budget. But, I feel the conferences are an excellent opportunity to network, receive direct feedback, and obtain useful and current information on a face to face basis.
- Personal reasons
- Personal reasons: Not comfortable traveling by herself
- Personal/family conflict
- Saw no need.
- There is only so much you need to know in order to be a site coordinator.
- Schedule conflict (3)
- Severe budget restrictions at the time, no one was going anywhere.
- Since the position was cut I was taking over a lot of the duties so time was a major factor. Travel restriction was also a factor.
- Small business conference at the same time.
- State budget restraints limit travel to a minimum, especially out of state travel.
- The agenda did not offer any new information or indicate that the conference would be worth the expense of attending. Past APDLN conferences have been geared toward the non-trainer and/or the new coordinator.
- The conferences are always very far away from where I'm located, which would require flying and many days away from my family.
- The program has gone to shambles. Six years ago many satellite courses were broadcast and now the number has deteriorated significantly. Database and online scheduling went defunct.
- There were other priorities. I was detailed to work in the file room cleanup.
- This is not my assigned task or related to the performance of my job.
- This is a small portion of my duties and responsibilities and the time to attend could not be justified.
- Tight budget.
- Time, permit requirements, finances
- Too far away and not pertinent enough information to need to attend.
- Too far away.
- Travel restrictions. It was decided that the regional meeting would meet our immediate training needs.
- State budget situation would not allow a trip that requires airfare and expenses such as would be incurred for a west coast trip.
- Was away on personal business.
- Was not able to take off.



- We air pollution people have so many meetings and they all seem to be in the spring. I can only go to a few and this one wasn't the one.
- We are a small local agency (10 staff) and do not have a need for someone to schedule and coordinate training.
- We currently do not have a satellite dish or downlink capability, but looking into obtaining a dish. However, the few courses now being offered over the APDLN makes it a tough decision, especially since many of the ones being offered are on the web.
- We have had to discontinue our satellite programming due to budget pressures. We also have limited travel costs. Compared to many states, my agency's budget is small. Since our staff indicated they weren't using the program it was money we could cut.
- We rarely have a large number attend the telecourses so I just videotape them to keep for our reference. I make sure the telecourse is coming in to ensure it is being taped so I see no need to attend the conferences.
- When I was given this responsibility, I was informed by the outgoing coordinator that he never attended the conference. No importance was placed on the conference because attendance to the broadcasts were very low in this region. We couldn't justify it.

### ***Past APDLN Conferences***

The following detailed reasons were provided for not attending past APDLN conferences. Counts for answers with multiple responses are provided in parentheses.

- All the reasons listed.
- Did not know about it the first year. Remaining years due to budgetary reasons. Would like to attend in the coming years.
- Unavailability of monies.
- No money, and have only been in position one year.
- Budget, family issues, have only worked for the agency for 2 years.
- Budget/travel restrictions, schedule (work and personal)
- State budget restraints limit travel to a minimum, especially out of state travel.
- Costs, locations, timing, not approved by management.
- Cost and no perceived value (3)
- Have been in the position 3 years. I would have trouble justifying attending every year because of cost and perceived value.
- Costs, out of state restrictions, and low priority of site coordinator duty makes attendance at an annual conference an unnecessary expense.
- Location, cost, no perceived value.
- Location, cost, and since this is a small portion of my duties and responsibilities the time to attend could not be justified.
- Logistically prohibitive, saw no need.
- Location, timing, cost, travel restrictions, no perceived value, and didn't know about it.
- Location, timing, cost, travel restrictions, no perceived value, family conflict.
- Locations, timing, cost and travel restrictions
- Location, timing, not approved by management.
- Location, travel restrictions, no perceived value
- As the number of regulations and workload continue to increase, we have to prioritize many projects. Cost and travel restrictions also play a role. Within these constraints, we are always interested in training and try to participate in proactive meetings.

- Primary factor is cost and expense, and it's not considered a top notch priority.
- Training conferences are considered low priority in our office. I can attend only if the conference is relatively close.
- I haven't attended any of the conferences. I did not believe I could get management support.
- I attended the annual conference a few years ago when it was held in Denver, CO. I was new at this and thought that it might be helpful. Have not attended since because it was not actually that helpful. Only allowed me to meet people face to face.
- I have not considered this aspect of my job to be large enough to justify my attendance. We (VA DEQ) do have a central training office in Richmond and I thought that someone from that office would be attending these conferences on our behalf.
- This is not my assigned task or related to the performance of my job.
- No perceived value(5)
- Unaware of conference. No invitation sent by regular mail.
- Only knew about San Antonio and San Diego.
- There has only been one since I arrived that I was notified of.
- Was not employed in this position until 11/2003, so 2004 conference was the first one.
- Only been in position for 8 months.
- I was not a site coordinator.
- Have not attended any because I've only been in this position 1 year.
- Just became part of this agency
- Wasn't employed here previously/Wasn't in my current position.
- I just started a year ago.
- Only held this position for 6 months, budget restrictions, since the satellites have not been working for some time, I find it difficult to justify coming to a conference about services we weren't receiving.
- Was not on job, predecessor was scheduled to go but it was around 9/11 so cross country travel was not being encouraged.
- Attended all of them except for the one in 2004.
- Usually just attended STAPPA/ALAPCO Training Committee meeting.
- Helped set up when conference was in Denver in 2000
- Basically I can't attend because there is a primary contact in the APC in Nashville that really should go and probably does.
- Two years ago, when held in Manchester, NH. The info was very helpful for beginning coordinators--not sure it would have been as useful for longtime coordinators.
- Did not attend due to personal conflict.
- Personal reasons.
- The two that I did not attend were for personal family reasons.
- In order: Personal/family conflict, no perceived value, other work-related priorities.
- Usually conflicts with work schedule but sometimes personal/family conflicts.
- Timing, lack of perceived value, and other conflicts.
- Timing/work load & deadlines, safety concerns after 9/11, budgetary restraints, and family medical problems.
- Travel restrictions due to budget.
- No travel money approved for out of state travel. I usually just tape the satellite broadcasts for our agency's use. We have limited space available for attendees, so my role as site coordinator is quite limited.